ADDENDUM

Addendum Number:	02	Dated:	February 23, 2016
Solicitation Number:	RFO 802-16-33293		
Solicitation Title:	Managed Lands Deer Program System (MLDPSys)		
Due Date/Deadline:	**March 3, 2016**		
Purchaser:	Renee Serrano, CTPM, CTCM		

PURPOSE OF ADDENDUM: OFFICIAL QUESTIONS/ANSWERS

Except as provided herein, all terms and conditions of the document referenced herein, remain unchanged and in full force and effect. The following are official revisions, clarifications and/or questions received with official answers to this solicitation. This Addendum shall be attached to and form a part of the referenced solicitation document and any resulting awarded contract, and must be considered in your response.

OFFICIAL QUESTIONS/ANSWERS

1. **Question:** Exhibit H, Non-Functional Requirement 3.3, Will the Agency provide the hardware resources for the UAT Environment?

    Answer: Yes.

2. **Question:** Exhibit H, Non-Functional Requirement 3.6.4 – Do you have the documented business rules to be shared? If yes, can you provide them to us?

    Answer: Please review Exhibit I – Functional Requirements for the available business rules. More detailed rules will be developed in the detail design phase.

3. **Question:** Exhibit H, Non-Functional Requirement 3.6.4 – Do you have the documented business rules to be shared? If yes, can you provide them to us?

    Answer: See above.

4. **Question:** Exhibit H, Non-Functional Requirement 5.8, Will the Agency provide an SSL certificate for data encryption?

    Answer: Yes

5. **Question:** Exhibit H, Non-Functional Requirement 5.10, Does the Agency have a preferred Vendor, or can we use any Vendor we have worked with?

    Answer: TPWD has an email server that can be used to send password resets to customers.

6. **Question:** Exhibit H, Non-Functional Requirement 5.20, How frequent should the contractor review the Event Logs? Is there preferred timeframe?

Answer: Once per day for the first week or two after deployments, and then weekly.

7. **Question:** Exhibit H, Non-Functional Requirement 5.21, Other than password fields, do we expect any other form entry boxes for entering confidential information?

   Answer: SSN will be masked from select roles. It is already encrypted on the database and we have code for encrypting and decrypting it.

8. **Question:** Exhibit H, Non-Functional Requirement 7.3.1, Do you have a defined lists of browsers and versions to be supported?

   Answer: Please review 7.1.6 Non-Functional Requirements.

9. **Question:** Exhibit I, Functional Requirement 53, Will the Agency update the old TWIMS to disable the site creation?

   Answer: Yes

10. **Question:** This question is only relevant in the event TPWD is interested in considering COTS solutions vs. Custom solutions for the project. In TPWD's answer to Question 25 in Addendum 1, it states between 600 and 700 TPWD employees need to work in the system. However, the answer to Question 9 states only 25 to 30 people need to be trained. For the purposes of estimating software licenses, how many users are required?

    Answer: 600 to 700TPWD users plus external users.

11. **Question**: To clarify Q&A 33 and 44 in Addendum 1, will TPWD consider Commercial Off the Shelf vendor solutions rather than solutions that utilize TPWD's existing database?

    Answer: That is possible, but it will create duplicated data and usability issues that are not desired on this project.

12. **Question:** Given Non-Functional requirement 7.2.3 states "The new application shall leverage and extend the current TWIMS database schema", is TPWD's intent to select a custom programming vendor to enhance the existing TWIMS system, and/or to develop a new custom application with the required functionality that mirrors the exact database schema of the current TWIMS system? As a COTS permitting software provider, we are interpreting this requirement implies TPWD is interested only in a custom application, which is why we are requesting clarification.

    Answer: We will consider COTS, but duplicating data, data conversion cost or losing history, having TPWD users and external customers manage 2 logins is not a desired outcome.

13. **Question:** What format are the GIS layers that TPWD currently possesses for the new TWIMS system, shapefile, geodatabase, other?

    Answer: We are not using GIS data in TWIMS at this time.

14. **Question:** What projection are the layers in?

    Answer: We are not using GIS data in TWIMS at this time.

15. **Question:** If the TWDP layers for the new TWIMS are in an Esri system, are they exposed as Feature Services?

    Answer: We are not using GIS data in TWIMS at this time.

16. **Question:** If the TWDP layers for the new TWIMS are not in an Esri system, is it in scope to import these layers into the Esri system?
Answer: We are not using GIS data in TWIMS at this time.

17. **Question:** Is it in scope to install and manage the Esri Server used in the new TWIMS or will a preconfigured Esri system be provided with the new GIS layers?

    Answer: TPWD currently utilizes ESRI ArcGIS for Server as a method of sharing map services.

18. **Question:** Is it in scope to create and manage the Esri Feature Services used by the new system or will TPWD provide these GIS services preconfigured?

    Answer: TPWD currently utilizes ESRI ArcGIS for Server as a method of sharing map services.

19. **Question:** Is it in scope the capability that users import shapefiles to define Property boundaries in the new TWIMS system?

    Answer: TPWD expects to create all shape files within the application.

20. **Question:** *Perform user acceptance testing, which is testing against all documented business rules and system specifications and requirements, to include validation of appropriate response for invalid or unexpected input conditions as well as valid conditions.* From the documentation it looks like the responsibility of User Acceptance testing will be onto TPWD associates. Please confirm.

    Answer: Yes

21. **Question:** IOS Native; Please let us know the following for current infrastructure of testing mobile apps:

    • Private or Public cloud
    • In-scope list of devices?

    Answer: TPWD has both private and public mobile apps. We do not envision a mobile app being a requirement for this project, only that the web pages are responsive design.

22. **Question:** *In the event of a disaster, Contractor shall work with DCS to failover to a DR site. The vendor will be responsible for assisting DCS in the building and deployment of the applications servers in the DR site and making sure that the software is functioning.* From the documentation it looks like explicit DR testing is required. Please confirm if that needs to be in scope.

    Answer: Yes, we will test Disaster Recovery.

23. **Question**: Scope: Exhibit H - Non functional requirements: Please provide some details on the technology stack being proposed for the solution.

    Answer: Oracle and ESRI are the only technologies that have been defined. The vendor is free to propose the other technologies used to develop and run this application.

24. **Question**: Exhibit H - Non functional requirements: Does the client own/have preference for any Performance Testing & Monitoring tool?

    Answer: TPWD does not own a performance testing tool and does not have a preference.

25. **Question**: Exhibit H - Non functional requirements: As mentioned in the RFO, the application will have a mobile flavor to it. Please let us know if device based performance testing and/or mobile server-side

performance testing is considered under PT scope? If yes, would require the list of devices & platforms to be considered for testing.

Answer: Mobile device specific performance testing is not required.

26. **Question**: Exhibit H - Non functional requirements: How many Applications are in Scope of Security Testing and criticality for each application?

    Answer: The application that the vendor provides and supports are in scope, TPWD is responsible for the rest of TWIMS.

27. **Question:** Exhibit H - Non functional requirements: If Web Application Security testing is in scope, kindly answer the below questions:
    Please provide the number of application which are in scope?
    Please provide approx. number of pages we have in each application?

    Answer: This web security of this new application is in scope for the select vendor. The number of pages is not known until the application is designed and written.

28. **Question**: Exhibit H - Non functional requirements: If Mobile Application Security Testing is in scope, kindly answer the below questions:
    Please provide the number of application which are in scope?
    Please provide approx. number of screens are there in each application?
    Is Source Code Review for mobile application is included in scope, if yes, then mentioned the number of applications in scope?
    Please provide in-scope list of devices?

    Answer: TPWD does not envision an IOS or Android app for this solution at this time. Mobile web is in scope and is not device dependent.

29. **Question:** Exhibit H - Non functional requirements: If Secure Code review is in scope
    Please provide the number of application which are in scope
    Please provide approx.. number of line of codes in each application

    Answer: This new application is in scope for the select vendor. The number of lines of code is not known until the application is designed and written.

30. **Question:** Exhibit H - Non functional requirements: If Web Services security testing is in scope?
    Please provide approx. number of web-services in scope

    Answer: Yes. The number of web services is not defined at this time.

31. **Question:** Exhibit H - Non functional requirements: If Database security is in scope?
    Please provide approx. number of Database instances in scope

    Answer: TPWD is responsible for direct database security. The vendor should make certain that all code delivered does not allow injection or any other method for accessing the database outside of the application.

32. **Question**: Exhibit H - Non functional requirements: If Infrastructure testing is in scope?
    Please provide approx. number IP address in scope

    Answer: TPWD does not understand this question.

33. **Question**: As the intention is to have RWD solution,
    Is there any plan to have System Admin feature available for Desktop channel only?
    Shall it be enabled for Mobile Web Channel too?

If YES, shall it be read only content or can admin edit the info as well?
In general, should Mobile Web channel provide the read only access? This is in consideration with the real estate available on iPhone and Android Phone devices.

Answer: System Admin should be responsive and able to run from a mobile device. It must provide read/write capabilities depending on the user's role. It should not be read only for all users.

34. **Question**: We understand that following user(s) should be able to access MLDP program. Can you please provide more details on various users and their roles?
System Admin (TPWD Users)
Customers (Non - TPWD Users)
Landowners
Designated Agents
TPWD Employees
TPWD Biologists

Answer: System Admin (TPWD Users): System Admins (Administrators) set up, edit, search, and deactivate TPWD staff accounts. They will be able to update the RMU density details per vegetation type associated to the GIS layer. Merge duplicated Person records. Run reports. Search, view, and edit all data on all MLDP pages.

Customers (Non - TPWD Users – Landowners and Agents): Register for an online account using a valid email address. They have the ability to reset their password. Can edit their account details. Can enroll in MLDP HO or CO. Can add and map their property in TWIMS. Can accept or decline harvest recommendations. Can view current and previous seasons' harvest recommendations. Print their MLDP tags as a PDF. Receive a scheduled e-blast on habitat and wildlife management through TWIMS.

Landowners: They can select an existing Agent to be their Designated Agent. They can de-authorize Agents from their properties. Have access to harvest letters, wildlife management plans, harvest recommendations, photos of habitat work, and other information for managing wildlife and habitats on their property.

Agent: Performs functions on behalf of Landowner.

TPWD Employees: Employees access TWIMS by using their network ID and password.

TPWD Biologists: Accept RTAs and contact Landowner to provide technical assistance. Determine whether Landowner/Agent property qualifies for CO and help them if it does not. Approves or denies application for CO enrollment. Make harvest recommendations.

35. **Question**: Exhibit H: Support 2.8: Is there a requirement to develop online support system to report/raise incident, problem and provide relevant reports?

Answer: The vendor should have a defect/issue reporting system such as Remedy, Bugzilla, etc. TPWD uses Bugzilla and could host this application for this project/program.

36. **Question:** 802-16-33293_addendum_1_questions_answers_02102016 Question 9In response to the question "How many people expected to be trained?" The response is 25-30.
Are you able to share the total number of user groups that need to be trained on and their break up? Is the training be expected to be role-based

Answer: 2 groups: Administrators and Biologists. Administrators should be trained on all MLDP functionality. TPWD believes the functionality specific to Administrators will be small so they can probably be trained in the same session as the Biologists, with a short session on Administrators functionality. Whether the 25-30 should be trained at one time or broken into two groups will be open for discussion.

37. **Question**: Section 19 Training, What are the tasks associated with each of the user group?

    Answer: Biologists should be trained on customer (Landowners and Agents) MLDP functionality so they can provide support. Biologists should also be trained on Biologist MLDP functionality, including modified and new reports. Administrators should be trained on all MLDP functionality.

38. **Question:** Section 19 Training. Should the learner be evaluated and scored at the end of the training?

    Answer: No, evaluation and scoring are not required.

39. **Question:** Accessibility, Does the website need an Accessibility Certification by a third-party?

    Answer: No. The vendor is expected to unit and system test for Accessibility, and TPWD will perform this testing in the UAT phase.

40. **Question**: Accessibility, We are assuming that VPAT document required at the time of RFP response. (Applicable for federal contracts with Section 508 compliance). Please confirm our understanding.

    Answer: From the DIR website:

    A VPAT (Voluntary Product Accessibility Guide) is a vendor-produced document used by state agencies to assist in making preliminary assessments regarding the levels of accessibility of EIR products and services.

    DIR's administrative rule, 1 TAC 213.18, requires vendors to have VPATs or an equivalent for their products, but it is each agency's responsibility to evaluate the VPAT(s) for themselves and determine if the product meets their accessibility requirements. Each state agency or higher education institution is responsible for writing all requirements, including accessibility, for the products and services sought for their organizations. Agencies make their own purchasing decisions based on their needs, and evaluate requirements against availability of product functionality, conformance with statewide standards, and other factors.

    Each agency is responsible for verifying that a VPAT is compliant with TAC accessibility rules. VPAT information should be validated by the procuring agency through accessibility testing before contract execution.

    Lack of conformance to accessibility standards does not exclude an agency from purchasing that product. It is up to the agency to evaluate the vendor's responses to determine if a product meets their requirements.

41. **Question:** Accessibility, The following tools would be utilized to validate Accessibility compliance, kindly confirm the tool set: 1. Screen Readers (eg: JAWS/NVDA)
    Keyboard
    Juicy Studio Color contrast validator
    W3C HTML/CSS Validator
    WAVE Toolbar

    Answer: Yes

42. **Question**: Is the client aware of the total number of website pages to be designed and developed?

    Answer: This depends on the detail design.

43. **Question**: Form Factor, Request you to confirm the different types of devices/screen sizes (range of form factors) for which the site will designed/redesigned and developed.
    Example:

Platform: Desktop, Tablet and SmartPhone;
OS: iOS, Android, Blackberry, Symbian etc
Device: iPad 3; iPhone 4S, 5; Samsung Galaxy S2,S3; etc
Screen Size: 1024 X 768, 320 x 480, 640 x 960 etc

Answer: TPWD has not defined this. There are too many devices that our external users utilize to access the application. This list looks good, except we do not expect to support Blackberry and Symbian.

44. **Question**: Easy browsing regardless of device or OS: Is client looking at only viewing the screens on desktop & mobile OR will there be a customized look and feel for desktop, tablet and mobile?

    Answer: We expect the vendor to define this in the detail design. As of now, all views should be the same regardless of device.

45. **Question:** Confirm browser compatibility requirement. Please confirm the browser versions and the OS. (Example: OS - Windows; Browsers: IE 7.0, IE 8.0, IE 9.0, Firefox, Chrome, Safari)

    Answer: Please review 7.1.6 Non-Functional Requirements.

46. **Question:** Branding consistency ensures recognition and faster adoption through User acceptance. The look and feel is a part of the branding. Request Client to share the branding guidelines, style guide if any currently exist and need to be followed.

    Answer: The Vendor can use the current style guide for TWIMS or propose something better. A goal of the project is to share Site and Persons functionality with the legacy portion of TWIMS. If this can be accomplished, having similar looking screens/styles would pose better usability, but there may be reasons to change the style.

47. **Question**: What level of personalization is needed? Please give Examples.

    Answer: TPWD does not understand the context of this question.

48. **Question:** Functional, Will there be different UI layers for pre-sign in and post- sign? Also, will different users see different frontend UI?

    Answer: This should be discussed in the detail design with the selected vendor. External users, TPWD regular users and Super Users will have differing rules for some fields on the screens. Sometimes this is accomplished by not displaying the fields, other times, they are greyed or set to read only and the cursor cannot be placed in the field for select roles.

49. **Question:** Usability Testing aligns and ensures User adoption and Success of Business KPIs from Website, as well as corrective measures in case of a misalignment. Would formative and summative Usability Testing be in scope?

    Answer: If the vendor believes that this is important, they should add it to their proposal.

50. **Question:** List any URLs of your competitors you find compelling. What specifically do you like about these sites?

    Answer: None, these are usually closed systems requiring applications to get logins.

Respondents are to acknowledge receipt of this Addendum. <u>Return a signed copy of this notice with your response submission</u>. I acknowledge receipt of this addendum.

_____
Respondent Authorized Signature

_____   _____
Respondent's Company Name   Date